

Volunteer Role Title: Meet and Greet**Volunteer attributes:**

This role would be best suited to somebody who is/has:

- Reliable, supportive, friendly, helpful, and trustworthy
- Interested in the wellbeing of LGBT+ members of the community
- Self-aware of how they and others relate to their gender or sexual orientation and/or be willing to develop their understanding
- Good, consistent and clear verbal, written and face to face communication skills
- Basic numeracy, IT and administrative skills
- Be good at listening to people with the ability to relate and get on with a diverse range of people in a non-judgemental way
- Enthusiastic and outgoing with good people skills

The purpose of the role is to:

- Welcome and be the face that members of the public see when accessing centre services and groups
- Assist and/or direct visitors and members of the public
- Answer all incoming calls, re-direct calls to appropriate service/person, take and pass on messages when required
- Maintain a record of those visiting the centre
- Ensure reception area is always tidy
- Be reflective on own communication style and adjust when required
- To keep information confidential following GDPR guidelines

How long will the role last for? The centre is open 7 days and week. Volunteering can take place mornings, afternoons and evenings, whatever suites your schedule and is ongoing.

Would the role require specific training? Yes, one full core training day and shadow staff on reception duty

Location: Training to take place at Birmingham LGBT Centre

Application process: Email sianfinn@blgbt.org with a paragraph about why you want to volunteer, attend an informal interview, complete an application form, provide two references and complete a DBS check.